

DEPARTMENT OF INFORMATION TECHNOLOGY DIRECTIVE

NUMBER:
1999-01

SUBJECT:
Clarification of Management Memo 97-01

DATE ISSUED:
September 24, 1999

REFERENCES: Government code 11710 eq

SUPERSEDES:

To: Agency Secretaries
Department Directors
Chief Information Officers

From: DEPARTMENT OF INFORMATION TECHNOLOGY

SUBJECT: EXEMPTION PROCEDURES FOR THE CALIFORNIA INTEGRATED
INFORMATION NETWORK CONTRACT

The purpose of this Information Technology Directive is to clarify the conditions and procedures for exemption from the requirements of Management Memo 97-01 regarding the use of the California Integrated Information Network (CIIN) contract. Unless specifically identified and modified in this directive, all provisions of Management Memo 97-01 remain in effect.

State Agencies subject to the provisions of Management Memo 97-01 are required to obtain services included in the mandatory portions of the CIIN, as described in the attachment to this directive, unless specifically exempted by the Department of Information Technology (DOIT) through the procedures described in this directive. In general, the DOIT will require the use of DGS services and contracts unless there is a compelling business reason to use alternative providers. State Agencies requesting an exemption must show that the CIIN contracts and services are unsuitable for the proposed problem due to functionality, availability, service levels, or costs. The demonstration that an alternative product or service provider is less costly or more effective is not sufficient to justify the non-use of mandatory CIIN services.

It is not necessary to obtain an exemption when the State Agency determines that its needs can also be met by services included in non-mandatory portions of the CIIN contract. In such cases, non-mandatory services may be obtained from the CIIN contractor or another contractor(s) without applying for an exemption.

The Feasibility Study Report (FSR) reporting requirements described in the Statewide Information Management Manual (SIMM) Section 1.5.6 require departments to obtain DOIT and Department of Finance (DOF) approval for activities involving "data communications facilities or services other than those acquired through contracts administered by the (DGS), or a state consolidated data center as described in State Administrative Manual section 4982".

State agencies are not required to obtain separate exemption from the Management Memo 97-01 to use CIIN-contracted services if an FSR for the activity, which includes specific request to use non-CIIN services, has been approved by the DOIT and DOF, or if all telecommunications services are obtained through Inter-Agency Agreement with a state consolidated data center.

State agencies may obtain an exemption from the requirements to use CIIN-contracted services for activities that are otherwise not subject to FSR reporting requirements by submitting a Feasibility Study Report Exemption Request (FSR/ER). DOIT and DOF approval of such FSR/ER will constitute approval to perform the activity in the manner described without further DOIT and DOF review or approval.

Any request to obtain mandatory CIIN telecommunications services through a contract vehicle other than the CIIN contract must include the following information:

- The specific services that will be obtained, including the number, location and type of service commitments;
- The length and terms of the contract commitment, and any requirements or commitments to early termination or optional contract extension;
- The cost of the proposed services, in total and by specific contract item;
- The reason why the agency requests exemption from the requirements of the CIIN contract; and
- The adverse consequences to the agency program functions of the requirement to use the CIIN contract services.

If you have any questions please contact Lee Kercher at (916) 445-2675 or e-mail at lkercher@doit.ca.gov

ELIAS S. CORTEZ
Chief Information Officer
State of California

Attachment: Attachment A

Attachment A

CIIN Mandatory Services

Voice Network Services

Local Usage	International Toll Free
Long Distance VNET	900 Service
Long Distance Access	Operator Services
Advanced Intelligent Network (AIN)	Calling Card
Toll Free	Prepaid Calling Card
Enhanced Toll Free	Centrex Audio Conferencing
800 Enhanced Call Routing (ECR)	Audio Conferencing

Line Side Services

Business Access Line	Custom Local Signaling Services (CLASS)
Centrex	Interactive Voice Response (IVR) and Call Router
ISDN	Automated Attendant/Call Routing
Account Codes	ACD
PBX Trunks	ACD/MIS
SuperTrunk Service	Announcement/Music in queue
Voice Mail	Computer Interface (CompuCall) Service
	Intelligent Call Routing

Data Services

Dedicated Services	Frame Relay Service, and
Extended Dedicated Services	Asynchronous Transfer Mode Data Services
SONET (Synchronous Optional Network)	InterLATA Frame Relay and ATM
Ring and Access Services	Extended Frame Relay
ISDN	Managed Frame Relay
Primary Rate (ISDN)	Managed Extended Frame Relay
Switched 56	Extended ATM
Switched T1/T3	

Additional Services

Billing Services